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10/21/2008

entered plr RCE 10/30/08

ATTORNEY DOCKET NO. ALORCIA-2001

Serial No.: 09/826,121

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant :	Andy Lee	Group Art Unit 2162
Appl. No. :	09/826,121	
Filed :	April 4, 2001	
For :	...CUSTOMER SERVICE AND SUPPORT MANAGEMENT	
Examiner :	Jean Cornelius	

AMENDMENT (AFTER FINAL REJECTION)

Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Official Action dated June 19, 2008,
kindly amend the above referenced application as follows:

Amendments to the claims begin on page 2 of this paper.

Applicant **Remarks** begin on page 20 of this paper.